



## Community Partner Briefing

News from Covered California

Volume: 2, Issue: 14

November 4, 2015

### SPOTLIGHT ON COVERAGE



### Open Enrollment Is Underway

Covered California's third Open Enrollment Period has begun! The Open Enrollment period for 2016 coverage began Sunday, November 1, 2015 and ends on Thursday, January 31, 2016.

Join us on our Open Enrollment Bus Tour, which kicked off Friday, October 31 in San Diego and will conclude in Sacramento on November 12. View the Bus Tour event schedule [here](#).

Attend our upcoming Open Enrollment Update webinar on Tuesday, November 17, 2015. View our upcoming webinar schedule [here](#).

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### REMINDERS

- [Social Media Toolkit Updated for Open Enrollment](#)
- [Updated Print Materials](#)
- [2016 Plans and Benefits Update Webinar](#)
- [Director of Outreach and Sales Discusses Opportunities for Partners in California Broker Editorial](#)

A new Open Enrollment Toolkit is available with resources for you to keep at-the-ready:

- Health and Dental Plan Information
- 2016 Plans & Benefits Webinar
- 2016 Regional Rates Webinar
- Open Enrollment Job Aids, Handouts & Talking Points

Click here for the new [Open Enrollment Toolkit](#).

## Covered California Releases New Ad Campaign

Covered California's new ad campaign begins airing statewide today, in a variety of languages, to promote the open-enrollment period that started Sunday. The ads promote the value of health insurance and aim to motivate uninsured Californians to enroll in health insurance through Covered California.

[READ MORE](#)

## Covered California Releases Report on Californian's Knowledge of the Affordable Care Act

With new research showing that many uninsured consumers who can benefit most still do not understand they can get financial help to buy health insurance, Covered California announced on Thursday, October 22, that it will launch its third open-enrollment period Nov. 1 by spotlighting basic information about health insurance offerings, enrollment and care.

[READ MORE](#)

- [New Medicare Fact Sheet](#)

- [Webinar & Briefings Archive](#)

### **OUTREACH TOOLS**

- [Open Enrollment Webinar Schedule](#)

- [Open Enrollment Paper Calculator](#)

- Enrolling in Quality Coverage: A Step-by-Step Guide

- a. [English](#)
- b. [Spanish](#)

- [Renewal Toolkit](#)

- [School Educator Partner Toolkit](#)

- [Covered California Print Store](#)

- [Covered California Store](#)

- [Social Media Toolkit for Individual Marketplace](#)

### **IMPORTANT DATES**

- 11/12 – Covered California Member Experience Webinar: UnitedHealthcare

- 11/12 – Start of Automatic Renewal

- 11/17 – Open Enrollment Update Webinar

- 12/12 – End of Renewal Period

## CEC/PBE HELPLINE HOURS

### Extended Hours at CEC/PBE Help Line Hours

Our service center is currently experiencing high call volume and longer than usual wait times. We apologize for the inconvenience and appreciate your patience. As of Sunday, November 1st, we are open for extended hours through the Open Enrollment Period to meet the high volume of calls. See below for our new hours:

#### CEC/PBE Help Line Extended Hours

Monday thru Friday, 8:00 a.m. to **8:00 p.m.**

#### Special Weekend Hours

Saturday, November 7, 2015 from 8:00 a.m. to 8:00 p.m.

Covered California's CEC/PBE Help Line  
Phone: (855) 324-3147  
Monday thru Friday, 8:00 a.m. to 8:00 p.m.  
Saturdays and Sundays, Closed

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## RENEWAL

### Automatic Renewals Begin November 12

We have made renewing consumer coverage easy. Beginning November 12 through mid-December, consumers will automatically renew into coverage. Help consumers make any updates to their 2015 coverage year application for those changes to be reflected on their 2016 renewal application. Remember, marketplace rates have changed! Use the Shop and Compare Tool to review both health and dental plan rates. For a quick overview of the renewal journey, check out our new one-page [Renewal Quick Guide](#) in our [Renewal Toolkit](#).

### UPCOMING OUTAGES

- Saturday, November 21, 2015 from 9:00 p.m. to Monday, November 23, 2015 at 6:00 a.m.

### PREVIOUS ISSUES

[October 21](#)  
[October 8, 2015](#)  
[September 23, 2015](#)  
[September 11, 2015](#)  
[August 26, 2015](#)  
[August 12, 2015](#)

If you have Covered California members that did not provide authorization for Covered California to electronically verify their income information, they will be auto-renewed without the Advanced Premium Tax Credit (APTC)—which will impact the cost of their coverage. Consumers that did not provide consent for verification and would like to renew their coverage with APTC can do so by verifying they have provided their [Authorization for Consent](#).

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## RECERTIFICATION

### Recertification Training Deadline Extended!

**Deadline to complete Recertification Training extended to Monday, November 16, 2015.** The recertification training is available in the Learning Management System (LMS). Those who do not finish will risk deactivation from the program and will not be able to assist consumers with enrollment.

The recertification training is available online. For a step-by-step guide to reset your Login ID and password, please refer to the [LMS User Guide](#).

**Need help or have questions regarding Recertification Training?** Contact the Training Help Desk at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).

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## WEBINARS

### Department of Managed Health Care (DMHC) Webinar

Check out the [DMHC webinar](#) from last Wednesday. As discussed in this webinar, for access to care or plan regulatory issues consumers should contact the Office of the Patient Advocate. Review the



Our mission is to increase the number of insured Californians, improve health care quality, lower costs, and reduce health disparities through an innovative, competitive marketplace that empowers consumers to choose the health plan and providers that give them the best value.

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**CoveredCA.com  
(800) 300-1506**

resources in this webinar to learn more about this important consumer resource.

To stay up-to-date on the latest news from DMHC – sign up for their email alerts [here](#).

## **Oscar Webinar**

Today, Oscar hosted a webinar for partners to learn more about the Oscar member experience and resources available to consumers. View the webinar [here](#).

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## **Covered California Member Experience Webinar: UnitedHealthcare**

On Thursday, November 12, UnitedHealthcare is hosting a webinar as part of a series for outreach and sales partners. Attend this webinar to learn more about their member experience and resources available to consumers.

Mark your calendars:

**Thursday, November 12, 2015**  
**11:00 a.m. - 12:00 p.m.**

An updated [schedule](#) of upcoming webinars is now available for you to view online. To register for all our webinars, please use the following link [here](#).

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## **PARTNER RESOURCES**

### **CoveredCA.com Update for Open Enrollment**

Covered California has a revamped website for Open Enrollment! The main website has been reorganized to be more user-friendly for Community Partners and consumers. While most of the changes will affect how consumers interact with the website, partners should note the [Partner Toolkit](#) has a new

location and can be found by clicking "Enrollment Partners" in the footer of the [CoveredCA.com](http://CoveredCA.com) website.

Visit the website today to explore the new layout.

## **New Partner Storefront Website & Promotional Video**

Covered California is ramping up efforts to promote the Community Partner Storefront Program to consumers this year during Renewal and Open Enrollment. In support of that, the consumer-side of the Partner Storefront Website has been updated to make it faster and easier for consumers to find a storefront near them.

In order to meet the increased level of interest in the Partner Storefront Program this quarter, we encourage you to [apply to become a Community Partner storefront](#) today and take advantage of the great resources and support for participating partners. Check out the [User Guide](#) we'll be sharing with consumers.

## **CEC/PBE Help Line Hours**

**Covered California's CEC/PBE Help Line**

**Phone: (855) 324-3147**

**Monday thru Friday, 8:00 a.m. to 6:00 p.m.**

**Saturdays and Sundays, Closed**

**The following numbers were phased out and stopped forwarding to 855-324-3147 on July 14, 2015: 844-238-3567, 888-402-0737**

## **LMS Help Desk Support**

**Contact LMS Help Desk Support at [CCULearning@covered.ca.gov](mailto:CCULearning@covered.ca.gov).**

**Questions or comments** about our articles or to **suggest** articles on other important informational topics to us, **email:** [OutreachandSales@covered.ca.gov](mailto:OutreachandSales@covered.ca.gov).

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